CDKN-7402

User Manual

FCC INFORMATION

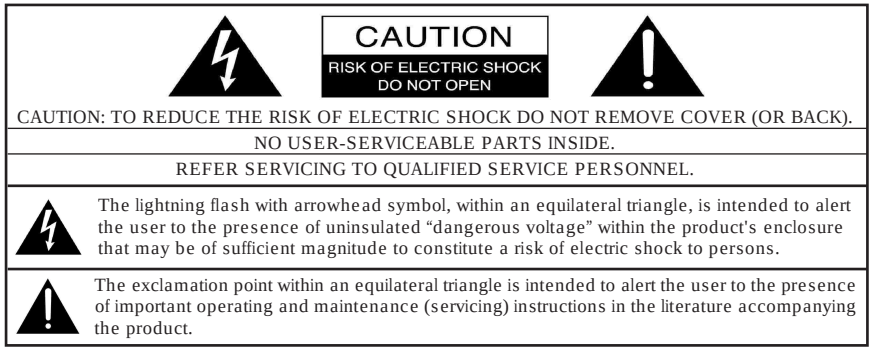
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.
- Only shielded interface cable should be used.

Finally, any changes or modifications to the equipment by the user not expressly approved by the grantee or manufacturer could void the user's authority to operate such equipment.


CAUTION
RISK OF ELECTRIC SHOCK
DO NOT OPEN
CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK DO NOT REMOVE COVER (OR BACK).
NO USER-SERVICEABLE PARTS INSIDE.
REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.
The lightning flash with arrowhead symbol, within an equilateral triangle, is intended to alert the user to the presence of uninsulated “dangerous voltage” within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.
The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the product.

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1 Your Digital Set-Top Box

1.1 Set-Top Box Details

CDKN-7402

Prime

This Digital Set-Top Box has been manufactured by
Prime Electronics & Satellitics, Inc.

Conditional Access Technology by

NAGRAVISION
KUDELSKI GROUP

LIVEWIREOS

System Software: Livewire Version 3.0
Developed by Nagravision Set-Top Solutions

IP Television Middleware by:

QUATIVE

Web Browser Technology by:

ant

Under Licensing and Resale Agreements with Nagravision

User Manual v3.0.7 © 2007 Nagravision SA. All Rights Reserved.
In order to provide you with the best user experience available, there will be periodic upgrades to the system software. The examples and explanations used in this manual are subject to availability and are for demonstration purposes only and are subject to change without notification and may not accurately represent what you will see onscreen.

Dolby and the double-D symbol are registered trademarks of Dolby Laboratories.

HDMI, the HDMI logo and High-Definition Multimedia Interface are trademarks or registered trademarks of HDMI Licensing LLC.

1.2 Getting Started

1. For IP customers, connect the ETHERNET line from your modem to the back of your Digital Set-Top Box (IPTV IN).
2. Connect a COAX cable (CABLE OUT TO TV/VCR), HDMI cable (HD OUTPUT), Component (Y, Pb, R) or RCA cables (VIDEO, AUDIO L-R) between the Digital Set-Top Box and your television. (For the best results, please consult any documentation which came with your television set.)
3. Plug the Power Cord into the back of the Digital Set-Top Box and then into a convenient power outlet. A surge protected power supply is recommended.
4. Remove the rear battery cover of your Remote Control supplied with the Digital Set-Top Box. Properly install the two “AAA” size batteries (supplied) into your Remote Control.
5. Turn-on your television using the POWER button on your TV.

   If you have connected your Digital Set-Top Box using a COAX Cable, make sure your TV is tuned to the correct input channel.

6. You should see the Software Start-Up Screen on the TV. Your Digital TV Software will load and you are now ready to watch TV.

   If you do not see the Software Start-Up Screen or live video, check your connections from your TV and your cable source again.

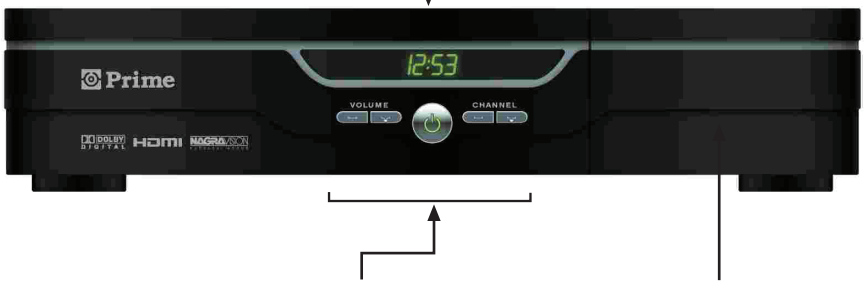
   If you still don't see the Software Start-Up Screen or live video, please refer to the Problem Solving section (4.3) for the most common problems.

NOTE: Periodically, your Set-Top Box may need to download and update its software. During this process you will see the Software Upgrade Progress Screen during Start-Up.

1.3 Front Panel

LED Display

- Displays the time
- Displays the Channel Number upon channel change



Volume Up/Down Buttons

Decreases or Increases the level of audio

Power Button

Switches Power On or into Stand-By Mode

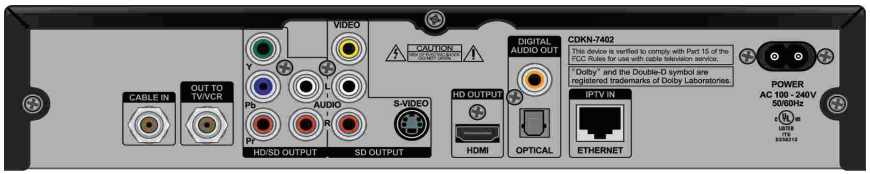
Channel Up/Down Buttons

Navigates through the channel lineup

Smart Card Panel

Hidden Panel is behind the right front of your Digital Set-Top Box

1.4 Rear Panel



CABLE IN

RF Input (Cable Customers Only)
(Coax Cable) This is used to connect the cable from the wall to the Digital Set-Top Box.

OUT TO TV/VCR

RF Output
(Coax Cable) This can be used to connect to a TV or VCR using a Coax Cable to the Digital Set-Top Box.

HD/SD OUTPUT

Component Output
(Y, Pb, Pr- Green, Blue and Red RCA Connectors) Connects to a TV.

Stereo Audio Outputs
(Audio R-L-Red and White RCA Connectors) Right (Red) and Left (White) connect into a TV, VCR or Hi Fi.

SD OUTPUT

Video Output
(Yellow RCA Connector) connects into a TV or VCR.

Stereo Audio Outputs
(Audio R-L-Red and White RCA Connectors) Right (Red) and Left (White) connect into a TV, VCR or Hi Fi.

Composite S-Video Output
(S-Video Connector) S-Video out to S-Video into a TV or VCR.

HD OUTPUT

HDMI Output
(HDMI Cable) Connects to a High Definition TV.

DIGITAL AUDIO OUT

SPDIF Output
(Orange RCA Connector) Used with a home cinema receiver or amplifier.

SPDIF Output
(Optical Connector) Used with a home cinema receiver or amplifier.

IPTV IN

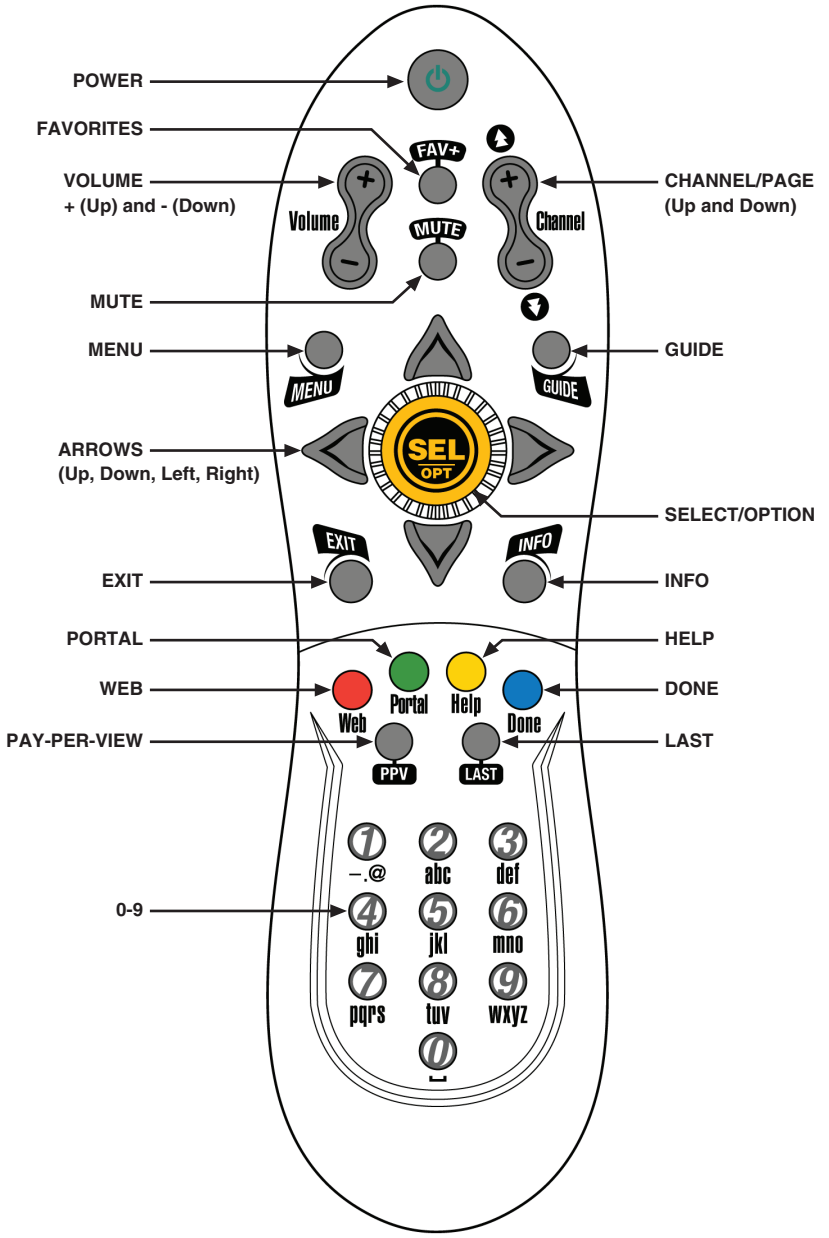
RJ45 Jack
(RJ45 Connector) Connects to Ethernet IPTV service.

POWER

Power Supply Input

1.5 Remote Control

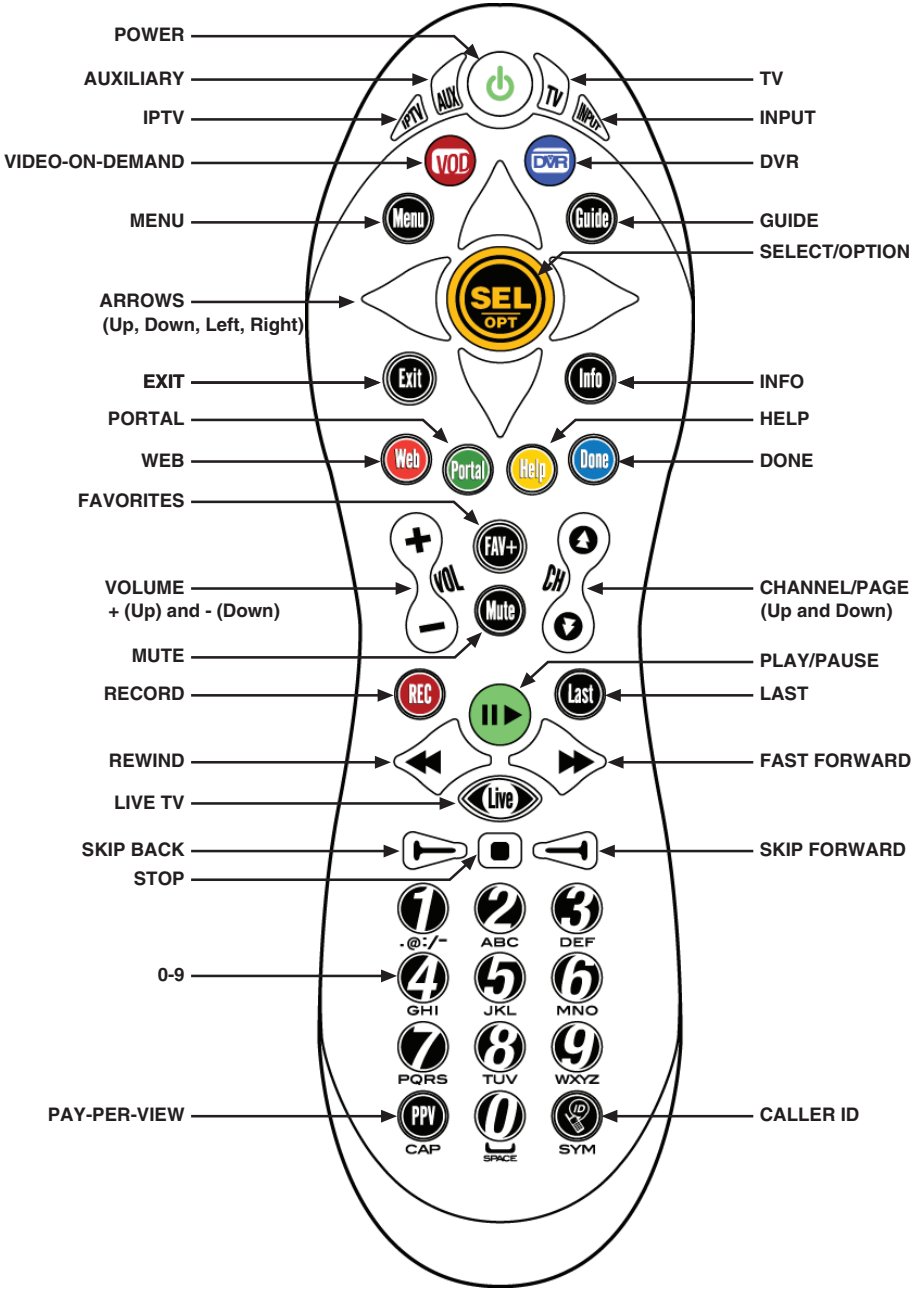
POWER	Switches Power On or into Stand-By Mode.
VOLUME	Increases or decreases volume levels.
FAV+	Rotates Favorite Lists between All Channels, currently selected Theme and any of the active Custom Favorite Lists.
MUTE	Cancels the audio.
CHANNEL/ PAGE (Up or Down)	In SURF MODE, selects the previous and next available channels. While using channel lists, menu screens, or program lists, scrolls one page up or down.
MENU	Opens the MENU FEATURES screen of the MENU SYSTEM.
GUIDE	Displays the PROGRAM GUIDE.
ARROWS (Up, Down, Left, Right)	While using the MENU SYSTEM and PROGRAM GUIDE, arrows will move the onscreen highlight up, down, left, or right. While in INFO MODE, arrows will browse through the channel lineup (Up & Down) and the next available program (Right). While inside a text window, the Up and Down arrows will scroll through the characters A-Z and numbers “0-9”. Use the Left and Right arrows to navigate through the text window.
SEL/OK	Confirms a selection. In SURF MODE displays the OPTION MENU.
EXIT	Returns video to full screen from any INFO, MENU SYSTEM, PORTAL or PROGRAM GUIDE screen.
INFO	Displays various information about the current program.
WEB	(Red) Displays the WEB BROWSER.
PORTAL	(Green) Displays the MAIN PORTAL screen.
HELP	(Yellow) Displays the HELP AND INFORMATION for the current screen.
DONE	(Blue) Automatically selects “DONE” or “CANCEL” onscreen and saves any changes you have made to the current screen.
VOLUME	Increases or decreases volume levels.
PPV	Displays Pay-Per-View feature.
LAST	Switches between the current and previous channel. In the MENU SYSTEM and PROGRAM GUIDE, LAST returns to the previous screen.
0-9	Enters Channel Numbers, PIN-Code Numbers and various Characters.



All Remote Control Features are subject to availability.

1.6 Universal Remote Control

IPTV	Activates remote to control the Digital Set-Top Box (IPTV MODE).
AUX	Activates the remote to control an auxiliary device (AUXILIARY MODE).
POWER	Switches Power On or into Stand-By Mode.
TV	Activates remote to control a TV (TV MODE).
INPUT	Selects the Video Source (i.e. Video 1, Video 2, etc.)
VOD	Displays the VIDEO ON DEMAND service.
DVR	Displays the DVR Playlist.
MENU	Opens the MENU FEATURES screen of the MENU SYSTEM.
GUIDE	Displays the PROGRAM GUIDE.
ARROWS (Up, Down, Left, Right)	While using the MENU SYSTEM and PROGRAM GUIDE, arrows will move the onscreen highlight up, down, left, or right. While in INFO MODE, arrows will browse through the channel lineup (Up & Down) and the next available program (Right). While inside a text window, the Up and Down arrows will scroll through the characters A-Z and numbers "0-9". Use the Left and Right arrows to navigate through the text window.
SEL/OPT	Confirms a selection. In SURF MODE displays the OPTION MENU.
EXIT	Returns video to full screen from any INFO, MENU SYSTEM, PORTAL or PROGRAM GUIDE screen.
INFO	Displays various information about the current program.
WEB	(Red) Displays the WEB BROWSER.
PORTAL	(Green) Displays the MAIN PORTAL screen.
HELP	(Yellow) Displays the HELP AND INFORMATION for the current screen.
DONE	(Blue) Automatically selects "DONE" or "CANCEL" onscreen and saves any changes you have made to the current screen.
VOLUME	Increases or decreases volume levels.
FAV+	Rotates Favorite Lists between All Channels, currently selected Theme and any of the active Custom Favorite Lists.
MUTE	Cancels the audio.
CHANNEL/ PAGE (Up or Down)	In SURF MODE, selects the previous and next available channels. While using channel lists, menu screens, or program lists, scrolls one page up or down.
RECORD	Sets the DVR, or a VCR to record.
LAST	Switches between the current and previous channel. In the MENU SYSTEM and PROGRAM GUIDE, LAST returns to the previous screen.
PLAY/PAUSE	Instructs the DVR, a VCR or a DVD player to Play or Pause.
LIVE TV	Directs the DVR to display Live TV.
SKIP BACK	Instructs the DVR or DVD player to replay the current scene or track.
STOP	Instructs a DVR, a VCR or a DVD player to Stop.
SKIP FORWARD	Instructs the DVR or DVD player to skip to the next scene or track.
0-9	Enters Channel Numbers, PIN-Code Numbers and various Characters.
PPV	Displays Pay-Per-View feature.
CALLER ID	Displays Caller ID feature.



All Remote Control Features are subject to availability.

2 View Programs

2.1 Program Information

You can view information about the current program by pressing the "INFO" button on the remote control. Each time you press the button, more information about the program will be displayed onscreen. To exit INFO MODE, continue to press the “INFO” button until the information screens disappear, or press “EXIT” at any time.

Program Information is subject to availability and may include:

- Channel Logo or Name
- Start and end time
- Channel Number
- Start and End Time
- Short and Long Descriptions
- Program Theme
- Program Rating
- Program Time Remaining

TIP: You can access INFO MODE, by pressing the “Up,” “Down,” or “Right” arrows on your remote.

2.2 Zap Browser

CHANNEL LINEUP NAVIGATION

Use the “CHANNEL/PAGE UP” or “CHANNEL/PAGE DOWN” buttons to tune to the next or previous available channel. The screen will remain in the INFO MODE you have selected. To exit INFO MODE, continue to press the “INFO” button until the information screens disappear, or press “EXIT” at any time.

NOTE: Even if you are not in INFO MODE, your screen will display information about the current program each time you change the channel. This information will briefly remain onscreen and automatically disappear.

In any active INFO MODE you can use the “Up” and “Down” arrows on the remote to scroll through the channel lineup and view program information without changing your current channel. This way, you can evaluate what is on other channels without leaving your current program.

When pressing the “Up” or “Down” arrows on the remote, you can view program information, the logos of previous and following available channels the one currently tuned, as well as the current time, day of the week, and the Current Favorites List.

Use the “Right” arrow button to preview information for the next program on your currently highlighted channel. Use the “Up” and “Down” arrow buttons to scroll through the channel lineup for information on all programs in the next time slot. Use the “Left” arrow button to return to the current time slot.

While viewing program information, press “SEL/OPT” to select and tune to a program. If you select for a program in the next time slot, your Digital Set-Top Box will provide options for that program.

NOTE: You can use the Program Guide (Section 2.3) to set timers for future programs in advance. With a timer set, your Digital Set-Top Box will automatically tune to that program when it becomes available.

Use numbers “0-9” on your remote control to enter a specific channel number, and your Digital Set-Top Box will tune to that channel after a brief delay. Press “SEL/OPT” to tune to a channel manually, without a delay.

2.3 Program Guide

USING THE PROGRAM GUIDE

Press “GUIDE” on your remote control to display a list of all available channels and their programs.

Use the arrow buttons to move the gold highlight onscreen and choose a program. You can make a selection by pressing “SEL/OPT”.

Once you make a selection, you will be given a full description of the program and the following two options: VIEW NOW for current programs or SET TIMER for future programs to view the program when it becomes available.

NOTE: All information provided in the PROGRAM GUIDE is subject to availability.

UNDERSTANDING THE PROGRAM GUIDE

While viewing the GUIDE your screen displays the CURRENT CHANNEL INFO for the tuned program and may include the following information:

- Current Channel Number
- Current Short Channel Name
- Current Time
- Current Favorite List Name

As you highlight a program, the GUIDE may provide the following information:

- Channel Number
- Program Start Time
- Program End Time
- Program Theme
- Program Rating (If Available)
- Channel Name or Logo
- Program Name
- Short Program Description

The LEFT COLUMN lets you scroll through the channels available in your current channel lineup and displays all programs currently playing. The LEFT COLUMN displays the following information:

- Current Date
- Channel Numbers
- Short Channel Names
- Current Program Names

The RIGHT COLUMN displays the upcoming programs available on the currently highlighted channel.

Scroll down to show all the programs scheduled for the day or select DAY SHIFTER to quickly jump ahead 24 hours. The right column displays the following information:

- Date of the Highlighted Program
- Program Start Times
- Program Names

DAY SHIFTER

When you move the cursor inside the RIGHT COLUMN, the list will begin with the current program. From this position, use the "Up" arrow on your remote control to start the DAY SHIFTER feature, or press the “LAST” button on your remote control to automatically highlight the DAY SHIFTER. Once the current date is highlighted, use the "Right" arrow to skip ahead 24 hours from the current time. Each time you press the "Right" button, the display will skip ahead another 24 hours. Use the “Left” arrow to return to the current date.

At any time while using the DAY SHIFTER, use the "Down" arrow to browse through the programs available that day.

NOTE: To return to the DAY SHIFTER feature once you have started browsing in the future program list, you can select the “LAST” button on your remote control. You can also start over by returning to the LEFT COLUMN by pressing the “Left” arrow and return to the current day’s programming program information.

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NAVIGATING IN THE PROGRAM GUIDE

Each time you activate the Program Guide by pressing “GUIDE” on the remote control, it begins by displaying the information about the current channel and program you are tuned to. Note that the CURRENT CHANNEL INFO corresponds to the description in the top left INFO WINDOW.

Use the "Up" and "Down" arrows on your remote control to scroll through the channel lineup in the LEFT COLUMN. The RIGHT COLUMN displays future programs available on the channel that you have highlighted in the LEFT COLUMN.

Use the “Right" arrow on your remote control to browse inside the RIGHT COLUMN. Use the "Up" and "Down" arrows to scroll through future programs. You can return to the LEFT COLUMN by pressing the "Left" arrow at any time.

To scroll more quickly through the Channel Lineup, use the “CHANNEL/PAGE UP” or “CHANNEL/PAGE DOWN” button on your remote control to scroll one page at a time.

You can also use the numbers “0-9” on your remote control to enter a specific channel number, and the PROGRAM GUIDE will highlight that channel after a brief delay.

NOTE: Depending on program length, the RIGHT COLUMN may not immediately display all future programs. However, when you move the cursor into the RIGHT COLUMN, your Digital Set-Top Box will access and display all available future program information.

2.4 Portal

USING THE PORTAL

From the MAIN MENU you can access the PORTAL HOME. It displays various themes of programming easily accessible by Theme and recognizable Channel Logos.

You can also access the PORTAL HOME directly by pressing the “PORTAL” button on your remote control.

PORTAL HOME

To access various Theme Portals from the PORTAL HOME, use the arrow buttons to highlight various THEME LOGOS and press the “SEL/OPT” button to navigate to a THEME PORTAL which feature channel LINEUPS arranged by themes.

THEME PORTALS

While in a THEME PORTAL, use the arrow buttons on your remote control to highlight a CHANNEL LOGO and press the “SEL/OPT” button to view current programming on that channel within the viewer in the top right corner. Press the “SEL/OPT” button again to tune to that channel.

The PORTAL feature also allows you to navigate between THEME PORTALS and the PORTAL HOME.

2.4 Options

USING THE OPTIONS SCREEN

While viewing any program, you can access available options directly by pressing “SEL/OPT” on your remote control. Available program options may include Additional Audio, Additional Video and/or Subtitles.

ADDITIONAL AUDIO, VIDEO AND SUBTITLES

If additional audio, video and/or subtitles are a available for the program you are viewing, you will see icons for ADDITIONAL AUDIO and/or ADDITIONAL VIDEO on the screen. Activate the OPTIONS screen by pressing “SEL/OPT” on your remote control. Then use the arrow buttons on your remote control to navigate and select available options. Select “SEL/OPT” onscreen to activate changes.

The changes will only affect your currently viewed program, and will default back to normal once the program is complete.

NOTE: OPTIONS are subject to availability.

2.5 Pay-Per-View and Video-On-Demand

PPV AND VOD

Subject to availability, your Digital Set-Top Box may allow you to purchase PAY-PER-VIEW and VIDEO-ON-DEMAND events directly onscreen. When you tune to a PPV Channel or a VOD Service, be certain to follow the onscreen instructions.

You may be able to access these services directly by pressing the “PPV” or “VOD” buttons on your remote control.

TIP: If you are considering purchasing a PPV Program at a future time or date, use the PROGRAM GUIDE to set a timer by highlighting the future PPV Program and pressing “OK” on your remote control. You will then be given the option to set a timer. Press “OK” on your remote control to choose "SET TIMER" onscreen. Please note, this will only set a timer and NOT purchase the event.

Menu Features 3

MENU FEATURES

Access the Main Menu at any time by pressing the “MENU” button on the remote control.

MAIN MENU

- Portal (Section 2.4)
- Program Guide (Section 2.3)
- Purchases
- Favorites
- Parental Controls
- Timers
- System Menu

TIP: Press the “DONE” button on your remote control to automatically select “DONE” or “CANCEL” on the current screen that you are viewing and save any changes that you have made to the current screen. Please note that using the “LAST” button will only return you to the previous menu and NOT SAVE any changes you have made on the current screen.

3.1 Purchases

With the PURCHASES feature you can keep track of PAY-PER-VIEW or VIDEO-ON-DEMAND events that have been purchased on your account. The menu will list the event name, date of the event, starting time, and the purchase price.

This feature is useful to confirm that events have been purchased and also keep track of what events are being purchased and viewed in your household.

3.2 Favorites

SELECT FAVORITE LIST OR BROWSE BY THEME

• Display All Channels: Quickly reset your current mode to include all available channels.

• Channel Themes: Choose from a variety of different themes for browsing, such as Movies/Series, Sports, or Family/Kids.

• Edit Current Favorites: Opens the EDIT FAVORITE Menu Page, where you can change the name or channel lineup of any of your eight custom favorites list.

NOTE: If you are browsing in All Channels or Channel Themes and would like to edit a custom favorite channel list, you must first highlight the custom favorite channel list you would like to edit.

CHANNEL THEMES

You can choose from a variety of different pre-set themes for browsing, such as Movies/Series, Sports, or Family/Kids. Select "DONE" onscreen to confirm your selection.

EDIT FAVORITE

To change the name of a favorite list, select “Edit Name” onscreen. A cursor will then appear inside the TEXT WINDOW. Use the “Up” and “Down” arrow buttons on your remote control to scroll through the alphabet. Press the “Right” arrow on your remote control to move to the next letter. Press the “Left” arrow on your remote control to return to the previous letter. You can also include numbers 0 through 9 and a “space” in the new name. You may also use the alphanumeric keys on your remote control. When finished, press the “Right” arrow on your remote control to exit the TEXT WINDOW and highlight the “SAVE” button onscreen. Press "OK" on your remote control to save changes to the name.

Scroll through the channel lineup using the “CHANNEL/PAGE UP” or “CHANNEL/PAGE DOWN” buttons onscreen or on your remote control. Select “DONE” onscreen to confirm channel lineup choices.

TIP: You can use the “FAV+” button on your remote control to cycle through CUSTOM FAVORITE LISTS in the EDIT FAVORITE screen.

3.3 Parental Controls

RESTRICT ACCESS TO PROGRAMMING BY CHANNEL OR PROGRAM RATING

PARENTAL PIN-CODE

To access the PARENTAL CONTROLS screen, enter your PIN-Code using numbers “0-9” on your remote control, then select “ENTER” onscreen.

NOTE: The first time you set the PIN-Code, the numbers will appear in the TEXT WINDOW. The next time, the PIN-Code will appear as asterisks.

PARENTAL CONTROLS

Parental Control Status: Turns parental controlled channels and rating blocks on or off.

Block Channels: Opens the CHANNEL BLOCK screen that lists all available channels.

Block Ratings: Opens the RATINGS BLOCK screen that lists all available program ratings. You can specify that all programs of any selected rating will be blocked from view.

Lock Set-Top Box Panel: Locks the Digital Set-Top Box front panel buttons.

Block Adult Channels: Blocks from view any adult channels.

Select “DONE” onscreen to confirm Parental Control status and return to the MENU FEATURES screen.

BLOCK CHANNELS

Select “DONE” onscreen to confirm blocked channels and return to the PARENTAL CONTROLS main screen.

BLOCK RATINGS

You can specify that all programs of any selected rating will be blocked from view. Select the ratings of the programs that you would like blocked. Select **“DONE”** onscreen to confirm blocked ratings and return to the PARENTAL CONTROLS main screen.

3.2 Timers

REVIEW SET-TIMERS

With TIMERS feature, you can review the number of timers that you have set through the PROGRAM GUIDE. You have the ability to cancel any timer that is in the list. This may come in handy if you are trying to set a new timer and have received a notice that a timer has been previously set and would like to cancel the old timer.

3.3 System Menu

PERSONALIZE YOUR DIGITAL SET-TOP BOX BY USING THE SYSTEM MENU

The System Menu features menu screens that allow you to customize your Digital Set- Top Box, change your System PIN-Code and view information about your System Software. Access the System Menu at any time by pressing the “MENU” button on the remote control. Scroll down the menu list and select SYSTEM MENU by pressing the “SEL/OPT” button on the remote control.

SYSTEM MENU FEATURES

- Video Settings
- System PIN-Code
- Installation

VIDEO SETTINGS

Screen Resolution: Use this screen to set the correct format for your SD or HD television. If necessary, please refer to any documentation that came with your Television.

Video Format: Use this screen to set how you want your video formatted depending upon what type of television you have and your personal preferences.

In the VIDEO FORMAT sub-menu, you can make selections depending upon your TV TYPE and how you prefer your Video signal formatted:

• Standard 4:3: Select this option if your TV is standard format

• Widescreen 16:9: Select this option if you have a widescreen TV and would like video to display full screen if it is available.

• Letterbox: Choose this option if you prefer the Digital Set-Top Box to preserve the original aspect ratio of your television programming.

Select “DONE” onscreen to confirm general settings and return to the SYSTEM MENU.

SYSTEM PIN-CODE

To change your PIN-Code, first enter your current PIN-Code using numbers “0-9” on your remote control, then select “ENTER” onscreen.

You will then be asked to enter your new PIN-Code twice to confirm your change. Use the numbers “0-9” on your remote control, then select “ENTER” onscreen each time. After the second time your PIN-Code will be changed. Select "CANCEL" onscreen to return to the SYSTEM MENU and not change you PIN-Code.

NOTE: You may not use 4 equal digits, for example, "0000". Please keep you PIN-Code in a safe place. If you have forgotten or lost your PIN-Code, please check in with customer service.

INSTALLATION

View System Information: This information will be useful if it becomes necessary to contact the customer service for assistance. Access the Installation Menu at any time by pressing the “MENU” button on the remote control. Scroll down the menu list and select SYSTEM MENU by pressing the “SEL/OPT” button on the remote control. Scroll down again and select INSTALLATION by pressing the “SEL/OPT” button on the remote control.

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Installation Sub-Menu Features:

- System Info
- Conditional Access
- Tuning Status
- Reset System

System Info 1, 2 and 3: The information on these screens indicate details about your Digital Set-Top Box, System Software, Data Collection, Number of TV Channels, and your System Clock.

NOTE: Use the “CHANNEL/PAGE UP” or “CHANNEL/PAGE DOWN” buttons onscreen or on your remote control to access SYSTEM INFO 2 and 3 or select “DONE” onscreen to return to the INSTALLATION sub-menu.

Conditional Access: This menu provides details about the conditional access security for your Digital Set-Top Box.

Tuning Status: With this screen you can quickly see if your Digital Set-Top Box is correctly connected to your operator.

Reset System: To reset your system to the original factory defaults, enter your PIN-Code using the numbers “0-9” on your remote control, then select “ENTER” onscreen. You will be asked to confirm your choice.

WARNING: This will erase all customization, including: PIN-Code, Favorites, Parental Controls and other General Settings.

Select “CANCEL” onscreen to return to the INSTALLATION screen without resetting the system.

Trouble Shooting 4

4.1 Onscreen Help

ACCESS HELP AND INFORMATION FOR EACH MENU SCREEN

Each MENU SCREEN has a screen-specific help and information page. Access this page at any time by pressing the “HELP” button on your remote control, or by using the arrow buttons to select “HELP” (Yellow) located at the bottom of each MENU SCREEN.

Select “DONE” onscreen to exit HELP AND INFORMATION and return to the MENU SCREEN you came from.

TIPS: Press the “HELP” button on your remote control to display the HELP AND INFORMATION for the current screen you are viewing.

Use the “LAST” button on your remote control to return to the previous menu screen without saving changes.

Use the “EXIT” button on your remote control to return video to full screen from any INFO, MENU SYSTEM or PROGRAM GUIDE screen without saving changes.

continues...

4.2 Message Screens

RECEIVE CHANNEL BLOCK AND TROUBLE SHOOTING MESSAGES ONSCREEN

Your Digital Set-Top Box can diagnose most problems that may occur with the video and audio signal, as well as the status of the Smart Card that controls your access to programming.

Each MESSAGE SCREEN will provide a tip on what to do in case of trouble.

Also, channels or programs that are BLOCKED display a notification message.

MESSAGES you may receive onscreen may include the following:

- Signal Problem
- Access Denied
- Video Not Ready
- Audio Not Ready
- System Data Not Ready
- Parental Lock

MESSENGER SCREENS

If available, specific messages regarding your account, line-up changes, temporary outages and weather patterns can be transmitted directly to your Digital Set-Top Box by way of MESSENGER SCREENS.

Once read, some MESSENGER SCREENS are temporary, and go away after a few seconds, or are removed by pressing the “OK” button on your remote. Others may require you to contact your service and address certain issues in order to be removed.

CALLER ID

If available, your Digital Set-Top Box can be used to identify the caller and number of incoming phone calls.

Once read, you can remove the CALLER ID window by pressing the “OK” button on your remote.

You can disable the CALLER ID feature when you do not want notification (such as when recording a program) in the GENERAL SETTINGS Menus.

4.3 Problem Solving

REPAIR SERVICE

If you need help installing your Digital Set-Top Box, cannot solve Digital Set-Top Box problems after you have reviewed the following section, are having trouble with your connection, or have forgotten your PIN-code, please contact your customer service representative.

PROBLEM	POSSIBLE CAUSE	SUGGESTIONS
No LED lights appear on the front panel display of your Digital Set-Top Box.	Your box is not plugged in properly.	Make sure the power cord is plugged in correctly and the power outlet is working properly.
The Digital Set-Top Box does not respond to your Remote Control.	1. The Digital Set-Top Box is in standby mode. 2. Something, such as furniture, is blocking the path between the Remote Control and the Digital Set-Top Box. 3. The batteries in the Remote Control need to be replaced.	Check that nothing is blocking the front panel of your Digital Set-Top Box. Press the POWER button on the Remote Control. This will bring the Digital Set-Top Box out of standby mode. If this does not work, your Digital Set-Top Box may be at fault. But if this works, you should replace the batteries on your Remote Control. If replacing the batteries properly (check the + and - position) doesn't work, then your Remote Control may have problems.
LED Lights display on the front panel of the Digital Set-Top Box, but nothing is displayed on the TV.	The Digital Set-Top Box is not hooked up properly to your television set.	If your system is connected by Coax Cables, switch your TV to the channel you have selected as its channel for the Digital Set-Top Box. NOTE: If you have not yet manually tuned your TV or turned your TV on, you need to do this first.

Appendix 5

Universal Remote Codes

The Nagravision Universal Remote Control is already programmed to control your Digital Set-Top Box.

Code Setup

Manual Code Setup (TV and AUX)

1) Turn on the electronic devices (TV, VCR, DVD, etc.) that you want to program the universal remote control to operate.
2) Press and hold down [TV] or [AUX] button for 3 seconds until LED indicator lights and remains illuminnated on remote control.
3) From the setup code list, press the 3-digit code for your brand device.
4) If the device turns off when you enter the 3-digit code, press the [TV] or [AUX] button to confirm.
5) The indicator light will flash 3 times and then turn off.

Auto Code Setup (TV and AUX)

1) Turn on the electronic devices (TV, VCR, DVD, etc.) that you want to program the universal remote control to operate.
2) Press [TV] or [AUX] button and hold both down until the red light on your remote control comes on.
3) Press and release the [CHANNEL/PAGE +] button (or [CHANNEL/PAGE -] button) until the device turns off.
4) As soon as device turns off, press the [TV] or [AUX] button to confirm.
5) The indicator light will flash 3 times and then turn off.

Code Information

To identify the 3-digit setup codes stored under auto setup or manual setup, follow these steps:

1) Press [TV] or [AUX] button until LED indicator lights on the remote control.
2) Press [INFO]. The red light on your remote control will blink the code numbers with a 2 second interval between each digit of the code. Example: For code "143", the LED indicator light on the remote control will blink 1 time then 4 times, then 3 times.
   NOTE: For "0", the remote will flash 4 times in rapid succession.

Total Reset

To reset your remote control to its factory default settings, follow these steps:

1) Press [TV] or [AUX] button until LED indicator lights on remote control.
2) Enter the code "000".
3) The remote control returns to factory defaults after the LED indicator light on the remote control blinks 3 times.

TV CODES

ADMIRAL: 220,160,081, 072,161

ADVENT: 231

AIWA: 213

AKAI: 146,001,049,050

AMARK: 143,131

AMPRO: 073,157,167

AMSTRAD: 052

ANAM: 242,131,080, 056,043

AOC: 058,004,001,131

APEX: 247

AUDIOVOX: 076

BLAUPUNKT: 088

BROKSONIC: 241

CAIRN: 201

CANDEL: 004,003, 002,001

CAPEHRT: 058

CETRONIC: 043

CITIZEN: 143,103,101, 043,004,003,002,001

CLASSIC: 043

CONCERTO: 004

CONTEC: 051,043,079

CORNEA SYSTEM: 246

CORONADO: 143

CRAIG: 043

CROWN: 143,043

CURTIS MATHES: 143, 101,004,001

CXC: 043

DAEWOO: 143,127,125, 114,103,076,043,027, 016, 004, 069

DAYTRON: 143,004

DELL: 036

DWIN: 177

DYNASTY: 043

DYNATECH: 062

DYNEX: 068

EIKI: 187

ELECTRO HOME: 196, 143,076,024

EMERSON: 245,155,154, 143,096,076,051,048, 047,043,028,005,004, 001,077,079,151,153

ESA: 049,050

FISHER: 057,007

FUJITSU: 244,198, 117,118

FUNAI: 245,043,028

FUTURETECH: 043

GATEWAY: 041, 202

GE: 220,165,160,155,144 074,073,056,034,009, 008,004,001,091,130, 157,206

GRADIENTE: 218,110

HAIER: 203

HALL MARK: 004

HITACHI:143,075,072, 023,012,011,010,009, 004,158,166

INFINITY: 249,164

INSIGNIA: 054

JBL: 249,164

JC PENNEY: 160,143, 101,065,030,024,009, 008,004,001,156

JENSEN: 013

JVC: 237,230,145,083, 070,038,034,199

KEC: 043

KENWOOD: 070,001

KLOSS: 059, 002

KMC: 143

KTV: 250,154,143, 043,001

LG(GOLDSTAR):143, 127,119,106,004,102, 113,116,131

LODGENET: 072

LOEWE: 249

LOGIK: 072

LUXMAN: 069

LXI: 249,164,160,081, 052,015,007,166

MAGNAVOX: 249,205, 223,222,216,210,164, 160,127,094,064,063, 060,059,004,003,001, 218,219,014,039,108

MARANTZ: 249,164,001

MATSUI: 164

MEMOREX: 096,072, 007,004

METZ: 088

MGA: 042,028,024, 004,001

MINERVA: 088

MITSUBISHI: 225,146, 124,109,042,040,031, 028,021,024,004,191

MOTOROLA: 217

MTC: 101,062,004,001

NAD: 025,015

NEC: 056,040,024,019, 016,001,130,132,134

NIKEI: 043

OLEVIA: 045

ONKING: 043

ONWA: 043

OPTONICA: 081,019

ORION: 096

PANASONIC: 250,249, 238,236,227,164,080, 056,034,017,033,092

PHILCO: 164,064,063, 060,059,056,024,004, 003,001

PHILIPS: 249,205,164, 127,093,066,059,038, 005,004, 003,001

PIONEER: 135,025,023, 018,001,116,190

PORTLAND: 143,004

PROSCAN: 197,165,220, 160,144,161,167

PROTON: 173,171,143, 131,058,004,193

QUASAR: 250,056,044, 034,017,092

RADIO SHACK: 143,127, 043,019,004

RCA: 228,220,165,160, 152,144,074,065,056, 024,023,004,001,156, 161,208

REALISTIC: 047,043,019, 007,077

ROCTEC: 186

RUNCO: 182,168,073, 157,169,178,179,180,181

SAMPO: 202,058, 004,001

SAMSUNG: 251,248,209, 160,143,127,105,101, 089,004,079,121,026

SANSUI: 078,097

SANYO: 082,057,053, 020,007,166,187

SCEPTRE: 035,253,070

SCOTT: 143,048,043, 028,004

SEARS: 165,160,143, 094,082,057,030,028, 015,007,004,166

SELECO: 189,200

SHARP: 207,170,143, 081,029,028,022,019, 004,067,175,254,084.090

SIEMENS: 088

SIGNATURE: 072

SONY: 194,147,139,070, 006,085,126,185

SOUNDESIGN: 043,028, 004,003

SPECTRICON: 131

SSS: 043,004

SUPRE MACY: 002

SYLVANIA: 249,245,240, 229,226,211,164,160, 127,064,063,060,059, 003,001,069

SYMPHONIC: 245

TANDY: 081

TATUNG: 062,056

TECHNICS: 080,034

TECHWOOD: 004

TEKNIKA: 143,101,072, 043,028,024,004,003,002

TELEFUNKEN: 037,071, 086,087

TELERENT: 072

TERA: 172

THOMAS: 245

TMK: 004

TOSHIBA: 232,138,101, 062,040,032,030,015, 007,122

TOTEVISION: 143

UNIVERSAL: 009,008

VIDEO CONCEPTS: 146

VIDIKRON: 184,174,188

VIDTECH: 004

VIORE: 046

VISIO: 100

WARDS: 249,164,143,074,072, 064,063,060,034,028, 019,009,008,004

WESTING HOUSE: 245, 076,061,055,054,252

YAMAHA: 004,001

YORK: 004

YUPITERU: 043

ZENITH: 103,095,073, 072,157,120

ZONDA: 131

VCR CODES

AIWA: 161,034

AKAI: 146,125,124,046, 043,016

AMPRO: 072

ANAM: 145

AUDIO DYNAMICS: 043, 039,012

BROKSONIC: 129, 037

CANON: 145

CAPEHART: 108

CRAIG: 135,104,001

CURTIS MATHES: 145,041

DAEWOO: 117,112,111,108,010, 007,005

DAYTRON: 108

DBX: 043,039,012

DYNATECH: 053,034

ELECTROHOME: 059

EMERSON: 167,131,129,117,106, 145,046,037,036,034, 025,006

FISHER: 010,009, 008,001

FUNAI: 034

GE: 147,144,109,107, 145,072

GO VIDEO: 168,155,136, 132,104

HARMAN KARDON: 046,012

HITACHI: 160,043,034, 026,020

INSTANT REPLAY: 145

JC PENNEY: 106,104, 145,020,012

JCL: 145

JENSEN: 043

JVC: 152,130,145,060, 048,043,012

KENWOOD: 048,047, 034,014

LG(GOLDSTAR): 123, 114,106,020,012

LLOYD: 034

LXI: 106,034,009,001

MAGIN: 104

MAGNAVOX: 164,156, 145,067,041,034

MARANTZ: 145,069, 067,012

MARTA: 106

MATSUI: 030

MEI: 145

MEMOREX: 145,139, 106,104,072,053,034, 014,010,001

MGA: 059,046

MINOLTA: 020

MITSUBISHI: 223,203, 151,061,059,046,020

MOTOROLA: 201

MTC: 104,034

MULTI TECH: 034,024

NEC: 048,043,039,012

NORDMENDE: 043

OPTONICA: 053

ORION: 025

PANASONIC: 211,202, 145,074,070

PENTAX: 145,020

PHILCO: 145,067,034

PHILIPS: 106,145,071

PILOT: 106

PIONEER: 048,021,020

PORTLAND: 108

PROSCAN: 205,204

PULSAR: 072

QUARTZ: 041,002

QUASAR: 145

RADIO SHACK: 123

RCA: 209,158,147,145, 144,109,107,104,041, 034,020

REALISTIC: 106,104, 145,053,034,014,010, 008,001

RICO: 058

RUNCO: 148

SALORA: 014

SAMSUNG: 208,168, 125,112,109,107,104, 145,032

SANSUI: 135,048,043

SANYO: 104,014,010, 007,001

SCOTT: 131,129,112,037

SEARS: 112,106,020, 014,010,009,008,001

SHARP: 215,165,159, 145,053

SHINTOM: 024

SIGNATURE: 034

SONY: 212,206,154,153, 145,078,076,058,057, 056,053,052,001

SOUNDESIGN: 034

STS: 020

SYLVANIA: 220,219,218, 145,067,059,034

SYMPHONIC: 034

TANDY: 034,010

TATUNG: 043,039

TEAC: 043,039,034

TECHNICS: 145,070

TEKNIKA: 106,145, 034,019

THOMAS: 034

TMK: 006

TOSHIBA: 221,131,113, 112,082,059,047,020,008

TOTEVISION: 106,104

UNITECH: 104

VECTOR RESEARCH: 012

VICTOR: 048

VIDEO CONCEPTS: 046,034,012

VIDEOSONIC: 104

WARDS: 131,104,145, 053,034,024,020,001

YAMAHA: 043,039, 034,012

ZENITH: 167,106,080, 072,058,056,048,034

DVD CODES

APEX DIGITAL: 453,520

BROKSONIC: 317

CYBERHOME: 465, 320,304

DAEWOO: 493,471

DENON: 540,526

EMERSON: 458,450,448

GE: 543,531

GO VIDEO: 314,460,302

GRADIENTE: 501,492

HARMON KARDON: 525,518,473

HUMAX: 490,491, 401,403

JVC: 538,312

KENWOOD: 524

KLH: 523

LG(GOLDSTAR) : 549, 547,541,535

LITE ON: 321

MAGNAVOX: 537,463, 468,316

MARANTZ: 468

MEMOREX: 308

MITSUBISHI: 527

NAD: 521

ONKYO: 533,301

PANASONIC: 534,528, 467,452,449

PHILIPS: 537,466,468, 316,307

PIONEER: 530,529, 489,315,400

PROCEED: 519

PROSCAN: 531,529

RCA: 543,531,470,319

SAMSUNG: 548,461, 313,305

SANSUI: 317

SANYO: 306

SHARP: 522,502

SONY: 544,532,504,469, 303,309,404,405

SYLVANIA: 472,450

THOMSON: 543,531

TIVO: 491,400,401,402, 403,404,405

TOSHIBA: 550,545,533, 490,494,451,311,318,401

YAMAHA: 546,534

ZENITH: 547,541, 535,314